

To: All IPAs, Hospitals, PCPs, Specialists, Ancillary, and BH Providers
From: IEHP Compliance
Date: October 9, 2024
Subject: **Interim Changes – Provider Policy and Procedure Manuals for IEHP DualChoice (HMO-SNP)**

Inland Empire Health Plan (IEHP) has made the following interim changes to the Provider Policy and Procedure Manuals for IEHP DualChoice (HMO D-SNP).

It is important that you and your staff familiarize yourselves with these interim changes as updates may impact current business processes and reporting requirements. Current policies and procedures are posted here:

Provider Website at <https://www.providerservices.iehp.org/> > Resources > Provider Manuals & Trainings > Manuals and Regulatory Trainings > Provider Manuals

If you have any questions regarding the enclosed, please contact our Provider Call Center at (909) 890-2054 or (866) 223-4347.

Sincerely,



Lourdes Nery, MPA, CHC
Vice President, Compliance
IEHP Compliance Officer

LINES OF BUSINESS	POLICY/ ATTACHMENT	POLICY TITLE	DESCRIPTION OF CHANGE	DEGREE OF CHANGE	REVISION EFFECTIVE DATE
IEHP DualChoice (HMO D-SNP)	07A	Provider and IPA Medical Record Requirements	Specified electronic medical record requirements pursuant to AB 352, which safeguards Members and their medical information against legal action for seeking or obtaining abortion or abortion related services.	SUBSTANTIAL	7/1/2024
IEHP DualChoice (HMO D-SNP)	07B	Info Disclosure and Confidentiality of Medical Records	Informed Delegates and Providers of their responsibilities pursuant to AB 352, which safeguards Members and their medical information from legal action for seeking or obtaining abortion services.	SUBSTANTIAL	7/1/2024
IEHP DualChoice (HMO D-SNP)	14F1	Long Term Care - Custodial Level and ICF DD	Clarified timeframe for review of clinical documentation and auth determination	MODERATE	8/1/2024
IEHP DualChoice (HMO D-SNP)	14F2	Long Term Care - Skilled Level	Clarified timeframe for review of clinical documentation and auth determination	MODERATE	8/1/2024
IEHP DualChoice (HMO D-SNP)	14G	Acute Inpatient and Behavioral Health Admission and Concurrent Review	Clarified timeframes for auth and retrospective review	MODERATE	1/1/2024
IEHP DualChoice (HMO D-SNP)	16C3	Grievance and Appeal Resolution Process for Providers - IPA, Hospital and Practitioner	Removed language referencing form "Provider Fair Hearing Process."	MINOR	1/1/2024

For any questions, comments and concerns, please contact Provider Call Center at (909) 890-2054 or (866) 223-4347.

cc:

- IPA Medical Director
- IPA Administrator
- IPA Care Management Manager
- IPA Utilization Management Manager

***Revision Status:**

MINOR = minor grammatical/punctuation corrections and wordsmithing

MODERATE = procedural and/or operational clarifications of existing processes

SUBSTANTIAL = notable content and process revisions that are expected to impact Providers operationally